



# Jaguar Café'



## Food and Nutrition Services Parent Info Guide

### MEAL PRICES for 2020-2021:

Elementary Breakfast	\$1.25	Elementary Lunch	\$2.80
Secondary Breakfast	\$1.25	Secondary Lunch	\$2.95
Reduced Price Breakfast	\$0.30	Reduced Lunch	\$.40
Extra Milk	\$0.60	Adult Lunch	\$4.00
Adult Breakfast	\$1.60		



### HOW DOES THE STUDENT ACCESS THEIR MEAL ACCOUNT AT THE SCHOOL?

All students will receive a personal identification number (PIN) for their meal account from the food service manager at school start up. This can range from a three to five digit number. Your student should memorize this number and not share with any other students as this number is directly tied to their personal account. Your student will use this PIN number until he/she leaves that school. When the student moves to middle or a high school, a new number is assigned. Student Identification Scanners are used at some of the elementary, middle, and high schools and must be used to access their account. Please check with your student.



### FORGOT YOUR LUNCH MONEY?

#### Negative Food Service Account Balance Policy Elementary Schools:

- At \$0 balance, NO a la carte purchases are permitted. Any debt must be paid before a la carte purchases can be made.
- When the student's account balance reaches negative \$10.00, the Food Service Manager will communicate with the parent(s) or guardian via letter, email, and/or phone call. An application for free

- Once the negative \$15.00 balance is exceeded, the Food Service Manager will alert school administration of the negative balance issue.
- A follow-up with Student Services will occur if the parent/guardian does not respond.

You can set up an account with [www.paypams.com](http://www.paypams.com) to review student meal transactions.

\*\*The Negative Food Service Account Balance Policy detailed above can be printed for reference by all applicable households.

\*\*No student will be overtly identified as a recipient of any level of school meal benefits.

\*\*No student will be denied a school meal because of a negative food service account balance.



#### ALA CARTE ITEMS:

Many of the schools provide specialty, A la Carte items. These items range in price and are not included in the paid, free or reduced priced "school lunch". All customers may purchase a la carte items with cash or by using their lunch account.



#### PARENTAL RESTRICTIONS:

Restrictions can be placed on your student's meal account. Once restrictions are placed, they cannot be removed unless the parent provides the food service manager with a letter asking for the restrictions to be removed.

Free and Reduced Priced Meal Application REMINDER: Parents are encouraged to complete one Free and Reduced-Price Meal Application per family, rather than one per child. The application can be obtained ON LINE at JCE website and [www.stjohns.K12.fl.us](http://www.stjohns.K12.fl.us) and printed off and completed or one can be completed on line by following the link to on line Free and Reduced Family Meal Application. Schools have limited availability of printed applications. This single application for the family may be returned to any of the District schools where parents have a child/children enrolled; we prefer that parents return the application to the school where their youngest child is enrolled. The schools will be sending all completed applications to the District School Food Services Office for centralized approval. Until the application is processed and approved by the District Food Service Office, any meal charges will be the responsibility of the adult/guardian. The approval process can take up to ten (10) days at the beginning of the school year.

Your student's meal status (free or reduced) at the end of a school year will continue through the first 30 days of the next school year. Unless a new Family Meal Application has been processed and approved by the 30th day of school, your student's meal status will revert to PAID. You may complete a lunch application at any time during the school year.



#### PREPAYMENT FOR FOOD ITEMS:

Prepayments to your child's meal account with a debit or credit card can be made (at a small charge) Just log on to [www.paypams.com](http://www.paypams.com). Payment can also be received by the food service manager in form of check or cash. If check is used, please indicate students' name and student personal identification number (PIN) on the check in the memo section. Prepayment is encouraged as it assists in movement of students through the line. (Paypams.com customer service can be contacted at 1-877-726-7586). Please check off for the low balance reminder.



#### FOOD ALLERGIES:

If your child has food allergies, please provide the school nurse with a physician's note indicating the allergies and the appropriate substitutions that are recommended by the physician or medical authority.



#### COMMUNICATION WITH THE FOOD SERVICE MANAGER:

The food service manager is on site prior to the school starting to begin breakfast meal preparation and departs from the school upon completion of lunch. Inquiries should be made prior to meal service time or immediately after meal service. Please check with your school to determine the best time to contact the food service manager in event that you have questions. (Breakfast is from 7:45-8:30 and Lunch 10:20-12:30)



#### REFUNDS:

Refunds are addressed at the school level and require a written request. Please contact the food service manager for a refund. In form of a written letter or email.

([Teresa.A.Spengler-Butrimas@stjohns.k12.fl.us](mailto:Teresa.A.Spengler-Butrimas@stjohns.k12.fl.us))



#### ACCOUNT BALANCES:

Student account balances can be obtained on [www.paypams.com](http://www.paypams.com) at no charge to you. Your student's account balance, either positive or negative, from the previous school year will roll into the new school year unless a refund has been requested. You can now do transfers from one child to another within [paypams.com](http://www.paypams.com). (Paypams.com customer service 1-877-726-7586)



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